



STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
DIVISION OF ADMINISTRATION

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Questions and Answers

NHDOC RFI 14-01-GFMED

CorrecTek

Question 1. Page 7-Section C.3 Functionality: Court Tracking Information

Please provide additional detail. What types of information would be housed in the EHR that would not be available in the Offender Management System (OMS)?

Answer 1. **All data elements related to healthcare would be part of the EHR and not available for access through the Offender Management System to protect confidential health information.**

Question 2. Pharmacy Services

Can DOC please provide information on whether or not medication passes are performed at each facility or if the DOC uses pill windows? If medication passes occur, can the DOC please provide information on the total number of concurrent medication passes at each facility?

Answer 2. **At the Secure Psychiatric Unit, all medications are nurse administered. At the Goffstown Women's and NCF Men's facility, all medications are nurse administered or KOP (keep on person). Those medication passes occur four times a day but the Department is moving to a twice a day medication distribution system. At the Men's facility in Concord meds are KOP meds, nurse administered meds and meds stored by correctional officers on the housing units for inmate self-administered meds. For nurse administered meds, passes are currently four times a day but the Department is moving to a twice a day system.**

Question 3. Page 12-Section F-Questions & Answers-Cost Range Summary

Should the response include information and costs for implementing any onsite hardware (i.e. network, servers, workstations, or peripherals)?

Answer 3. **The DOC will be responsible for the deployment of all hardware involved with the exception of installation of the software on the servers.**

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Question 4. Page 16-Section F-Questions & Answers-Staffing Needs Assessment Information & Staff Scheduling Information

Please provide additional information. What type of program/resource does the DOC currently use to accomplish this?

Answer 4. **We currently use Microsoft Excel Spreadsheets and calculations to review our staffing needs and are seeking improved functionality within an EHR to use utilization information to better support staffing assessments.**

Question 5. Page 25-Section H-Appendix A:

Can the DOC please provide information on the maximum concurrent users at each location?

Answer 5. **This is difficult to say since we have no automated system now but I would anticipate no more than half of the facility staff listed in Appendix A.**

CompuGroup Medical US

Question 6. Our inquiry relates to the following: “Medication management, ordering, dispensing, and inventory.” Inquiry: If our software does not have an inherent functionality for managing, ordering, dispensing and inventory of medication, is that a deal breaker?

Answer 6. **The vendor would need to describe how they would meet the scope of service requirements for pharmacy service, i.e. sub-contracted with another vendor, etc. The NHDOC is seeking a solution for these services within the EMR system proposed.**

CorEMR

Question 7. Can you please provide the Average Daily Population of each of the facilities that make up the Department of Corrections?

Answer 7. **Current Inmate/Patient/non-Adjudicated Resident Population as of 10/18/2013:**

NH Department of Corrections Current Population		
Northern NH Correctional Facility (NCF)	Berlin, NH 03570	635
NH State Prison for Men – (NHSP- M)	Concord, NH 03301	1459
Secure Psychiatric Unit (SPU) / Residential Treatment Unit (RTU)	Concord, NH 03301	83
NH State Prison for Women – (NHSP-W)	Goffstown, NH 03045	123
Community Corrections	Concord, Manchester	311
Current Inmate/Patient/non-Adjudicated Resident Population:		2611

Questions and Answers

Question 8. What software package does the DOC use for their Offender Management system?

Answer 8. **NHDOC uses a system known as CORIS, which is provided by Abilis NE.**

Question 9. Does the DOC use a nationally known laboratory service provider? If so, which provider is used?

Answer 9. **Laboratory Corporation of America**

Question 10. Does the DOC use an external pharmacy provider? If so, which provider is used?

Answer 10. **No**

Question 11. Does the DOC currently use any Staff Scheduling software? If so, which provider is used?

Answer 11. **No**

Netsmart Technologies, Inc.

Question 12. Are vendors to respond only to Section F: Questions and Answers Requested on pages 12-23?

Answer 12. **Yes**

Question 13. Is a response required for any section/pages besides Section F?

Answer 13. **No**

Question 14. Please provide the most up to date number of inmates currently incarcerated at each facility referenced in this RFI.

Answer 14. **See Answer 7.**

Question 15. Please provide an estimated number of named and concurrent users of the proposed EHR solution.

Answer 15. **We expect approximately 100 total users inclusive of nurses, behavioral health staff, dental staff, Licensed Providers and other allied health provider.**

Question 16. Is the NHDOC anticipating billing Medicaid, Medicare, commercial payers, etc. from a proposed EHR solution? How is billing for services currently handled? Is it centralized?

Answer 16. **NHDOC does not bill CMS or other insurance companies. The NHDOC has an internal accounting function that pay invoices submitted for all outside community based medical care. We do, however, want information on any billing functionality an EHR may have, as we may try to replace the current Access database and other manual systems.**

Question 17. Does the NHDOC track inmates personal funding?

Answer 17. **The NHDOC has an internal inmate accounts function provided through CORIS.**

Question 18. Page 15, Section F-Question 6: Medical & Mental Health Services. In the Medical paragraph the first line indicates medical includes care provided by physicians, dentists, optometrists and those in allied health fields. With regards to dental and optometry, are there vendor partners that currently provide those services or is the respondent allowed to suggest potential partners?

Answer 18. **The NHDOC currently contracts with MHM, Inc. for medical, dental, psychiatric provider services. Optometry services are contracted with Correctional Eyecare. Suggestions for potential partners are not requested at this time.**

Question 19. Page 15, Section F-Regarding question 7: Pharmacy Services, please confirm whether these services are provided in an inpatient setting, outpatient setting or or both. Are Pharmacy services provided at each facility?

Answer 19. **The NHDOC has a centralized pharmacy service staffed by state employees. This centralized service provides all medications for all sites including the infirmary's within the Concord Men's prison, NCF prison and the Secure Psychiatric Unit which is an inpatient forensic psychiatric facility.**

Siemens Medical Solutions, USA, Inc.

Question 20. Page 17-Section F: Questions and Answers Request: Question 15: Recipient Rights Information

Please describe in greater detail the requirements that are necessary to meet the Recipient Rights functionality that is part of this RFI.

Answer 20. **The Vendor responding should be aware of the many requirements of all the licensed professionals needs as indicated by their respective Boards of Licensure when initiating treatment with our offenders about dually notifying their rights as patients. Further, the Department is interested in functionality regarding authorization to treatment and informative documents commonly used when starting treatment interventions inclusive of use of medications. Responding Vendors should include all additional functionalities not referenced in the Department's response.**

Question 21. How many acute care beds do you have available for your patients?

Answer 21. **Infirmary beds are as follows:**

NHSP-Men	20
NCF	14
SPU	6 plus two four point restraint rooms

Question 22. What information systems do you currently have in place?

Answer 22. **We do not currently have any information systems in place pertaining to medical services. We do have an in-house system for Mental Health. We also have a generalized Offender Management System which is vendor provided and supported.**

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Question 23. What will be your budget for the procurement of an EHR?

Answer 23. **A final budget has not been determined yet.**

Question 24. What are the key business drivers of the selection process for an EHR if you decide to go to procurement?

Answer 24. **The Business Drivers/Background explaining why the project is needed and why it is being recommended at a particular time, is the Departments need to create better connectivity between the health partners within the State of NH and to assist in providing more effective healthcare in Corrections. A primary driver is the need to be sure information is accurate and currently available as we manage healthcare needs (e.g. suicidality, psychiatric care, chronic care) as we move clients from site to site and to community based health care providers. All of these electronic functions will help to resolve the problem or issue as it relates to consistent communication of healthcare needs and risk associated with specific clients. In addition, adoption of an EHR better poises the Department to be in line with the Affordable Care Act and standards as established through the HITECH Act.**

Question 25. What wire speed to you have in the data center core network and what is the speed available to the desktop?

Answer 25. **We have 100GB in the “core” and 1GB to the desktop.**

Question 26. We see that Healthcare is provided at four facilities however we see 7 locations listed in the RFI. Is there any healthcare provided in the other three facilities? Are there any additional clinic type facilities located within the community/transitional facilities?

Answer 26. **The total number and description of all NHDOC facilities were provided. Healthcare for community corrections are provided within the appropriate four facilities that provide on-site medical, dental and mental healthcare.**

Question 27. Are ancillary services such as PT/OT/SLT offered in the corrections facilities?

Answer 27. **Yes. The NHDOC provides comprehensive Physical Therapy/Rehabilitation Services at all three prison sites and the Secure Psychiatric Unit.**

Question 28. What scheduling system do you use today?

Answer 28. **We currently utilize functions within CORIS (Inmate Management System) to schedule provider appointments.**

Question 29. What staff scheduling software do you use today?

Answer 29. **We use the appointment function with our Offender Management System supplemented by report functions drawn out of our data warehouse but these are just an interim measure while we procure an EHR with healthcare scheduling functionality.**

Question 30. Please describe the responsibilities of the nurses. Do they need a schedule, do they manage direct patient care, are they decision makers for the patient care, will they order labs and medications, etc.

Answer 30. **Nurses provide a coordinated system of nursing services seven days per week within their professional scope of practice as outlined by the State Board of Nursing through Administrative Rules.**

Outpatient Services:

1. **Registered Nurse (RN) sick call is conducted per unit schedules, during these visits inmate concerns are assessed and either treated with nursing intervention or referred to a prescribing practitioner/provider.**
2. **RN scheduled appointments: Treatments, monitoring and procedures.**

Inpatient Services: Nursing care can be for inmates admitted for treatments, observation, chronic care, pre-diagnostic preparation, post hospital recovery and terminal care.

Emergency Services for both non-life threatening and life threatening emergencies are provided.

Medications that are not “keep on person” are nurse administered at all sites except NHSP-Men which are currently being phased in.

Nursing Services at the Secure Psychiatric Unit provides care to patients that were admitted and discharged from the Secure Psychiatric Unit/Residential Treatment Unit. Nursing at this site monitor psychiatric emergencies: seclusion/restraints, administer medications, participate in a multidisciplinary treatment team, and run two groups, a Coping Skills group for the SPU patients and a Health Education and Stress Reduction group for the RTU residents.

Only Advanced Practiced Registered Nurses have the privilege/license to order labs and medication.

Question 31. What are the current hardware platforms running throughout the system?

Answer 31. **Most medical areas will be receiving new desktops as part of this project. We use Dell machines running Windows 7 with a minimum of 2GB RAM but most have 4GB RAM with Pentium i3 processors. We intend to utilize a “mini” desktop with no CD drive at most workstations.**

Question 32. What is your hardware preference (SAN and Storage)?

Answer 32. **Storage with the flexibility to move to a SAN if needed in the future.**

Question 33. Do you have any inpatient beds or are patients seen in a clinic setting only?

Answer 33. **The NHDOC does not have “inpatient” beds similar to a hospital. We do have infirmary beds, see Answer 21 and Answer 30.**

Question 34. What are your statistics for the following?

Lab orders per day

Pharmacy orders per day

Total number of nursing users, Concurrent users at your highest volume time.

Total number of IT users and IT users creating reports

Total number of providers (physicians, nurse practitioner and physician assistants)

Answer 34. **Lab orders are entered at each site via the internet Beacon system provided by Laboratory Corporation of America. The number varies per day.**

Pharmacy- average orders per day = 800 (Monday-Friday), 25-30 Urgent (Saturday: 4 hour day)

Total number of nursing users, concurrent users at your highest volume time = 26.

Total number of IT users and IT users creating reports = 7.

Total number of providers: See Appendix A, Section H.

Question 35. If you have inpatient beds what are your statistics for the following?

Inpatient days

Staffed beds at each facility

Cardiac monitored beds (critical care units)-

Admissions

Average length of stay

Births

Answer 35. **The NHDOC does not have “inpatient services” per se. The NHDOC provides outpatient primary care services through its Health Services Centers and has infirmary beds at Men’s prison in Concord, Men’s prison at NCF and infirmary beds within the Secure Psychiatric Unit. These beds offer a range of services that include skilled nursing care for inmates who cannot function in prison housing units, over-night pre-op services, short-term care for inmates recently discharged from community hospitals, etc.**

See also Answer 30.

Question 36. Please provide the following Scheduling Stats:

Number of scheduled appointments/month

Number of dedicated scheduling users (users that actually schedule the appointment)

Number of named scheduling users (users who view the schedule)

Number of users that would need to create reports

- Answer 36. **Number of scheduled appointments/month**
Number of dedicated scheduling users (users that actually schedule the appointment)
- **Behavioral Health Schedule themselves (@ 28 staff)**
 - **Medical Records staff schedule for Providers and Nursing (@ 9 staff)**
- Number of named scheduling users (users who view the schedule)**
- **All staff in healthcare would need to be able to view schedules (@ 80 staff)**
- Number of users that would need to create reports**
- **Unknown at this time until a report sample is provided**

Question 37. Please describe your billing process.

Answer 37. **Please see answer #16.**

Question 38. Please provide the # of outpatient encounters/year (if applicable)

Answer 38. **As many as 65,000 all sites**

Question 39. Please provide the # of user log in id's needed for patient registration.

Answer 39. **We do not do a patient registration in the same manner as a hospital. Our officers conduct an admissions booking process that is then followed by a nursing encounter that would generate an initial healthcare encounter.**

Question 40. Please provide the # of user log in id's needed in the HIM department.

Answer 40. **We expect approximately 12 total users.**

Fusion

Question 41. Please provide the number of part-time and full time:

- MD
- NP
- Psychiatrists
- Psychologists
- Dentist

Answer 41. **See page 25, Section H: Appendix A.**

Question 42. Please provide the total number of staff that would access the EMR simultaneously.

Answer 42. **See question 5.**

Question 43. Does the State DOC utilize a Jail Management System (if so which); if not, where does the State receive its demographic information from (CJIS?)

Answer 43. **Please see question 8.**

Questions and Answers

Question 44. What is the State DOC's current pharmacy operation? (Dispensing machine, eMAR)?

Answer 44. **The NHDOC currently does not have an eMAR. The Pharmacy is in the process of implementing CPOE (computerized physician order entry). The dispensing machine is Automated Fast Pak EXP. Our pharmacy uses CIPS™ through Kalos, Inc.**

Question 45. Who are the current vendors for:

- a. Inmate Healthcare Services
- b. Radiology
- c. Pharmacy
- d. Lab

Answer 45. **a. Inmate Healthcare Services-MHM, Inc./State Staff
b. Radiology-MobilexUSA
c. Pharmacy-State of NH/Kalos, Inc for Pharmacy software
d. Lab-Laboratory Corporation of America**

Question 46. Which facilities are currently ACA/NCCHC accredited?

Answer 46. **None**

Question 47. Please elaborate on how the DOC envisions the EMR supporting "Staffing Needs Assessment Information?"

Answer 47. **A comparison of utilization of service by encounter type and shift to determine average amount of time with patients and needs for staff by type of encounter.**

Question 48. Does the DOC currently have a Human Resource Management System (HRMS) or other time keeping solutions currently implemented?

Answer 48. **This system is provided by the NH Department of Administrative Services, an agency within state government.**

Question 49. Which languages does the DOC currently have their inmate education (handouts) developed in?

Answer 49. **Mostly English, some are dual English/Spanish**

Question 50. Pertaining to the DOC's infrastructure, would the EMR be hosted on the State's servers (virtualization) or would the EMR require separate, dedicated servers?

Answer 50. **The EMR will be hosted on site by dedicated servers.**

Question 51. How many computers does the State DOC have currently that would be utilized for EMR access? How many of these are Windows 7 or newer?

Answer 51. **We expect there to be between 50-75 machines accessing the EMR. All machines will be Windows 7 prior to the implementation of the EMR.**

Question 52. Would the State upgrade computers to support a state of the art EMR?

Answer 52. **Yes, the DOC is purchasing new workstations for much of medical as part of this project.**

Question 53. How many encounters per year are inmates sent off-site (Emergency Room, Inpatient, Specialty Care)?

Answer 53. **We do not have this data correlated at this time due to not having an electronic health record.**

Abilis New England

Question 54. Please provide a description of the Nurses role. Do they function as a provider?

Answer 54. **See response #30.**

Question 55. Please provide a description of Prescribers. Are the numbers provided in Appendix A being used to determine the number of eRx licenses that will be needed?

Answer 55. **Yes, this would include prescribing providers (physicians, dentists, nurse practitioners, etc.) as well as nursing staff. We are assuming your question to be in line with a computerized order entry system.**

Question 56. We understand NH is interested in hosting the hardware, would it be useful to offer a hosted option as well?

Answer 56. **DOC will review hosted offers as an alternative to on-site hosting, although, it is not our first choice option.**

Question 57. General Question-Due to page count restrictions for each question, are we allowed to refer to exhibits for additional information?

Answer 57. **Yes**

Question 58. Section 4-Itemized Questions-Other Application Questions; Question 11-Application Software Package and Training Costs

There is a reference to a Question 38 that is not provided within the proposal, please confirm the reference.

Answer 58. **The reference is for question 28 and not 38.**

Question 59. Is the state interested to understand the implementation process that will be used to implement the software suite?

Answer 59. **Yes, please elaborate as part of question 9.**